

# NETWORK MANAGER REPORT

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DECEMBER 2008

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## OVERVIEW

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### Operations

December brought to a close a productive year for Alabama Interactive (AI). As renewal season was winding down, the focus for December was providing quality customer service to all constituents. AI staff responded to numerous technical questions to those renewing their professional licenses before December 31<sup>st</sup>. During the month of December, Alabama Interactive also implemented three new applications and completed change management updates for five additional applications, bringing the annual total to 27 new applications and 50 updates to existing applications.

Highlights for the month were:

- AI released an electronic version of the Alabama Development Office's annual industrial survey. Since its launch in mid-December over 450 companies have accessed the application.
- The Alabama LP Gas Board has launched its second application with Alabama Interactive as it now allows D, E, and F permits to be renewed online.
- The Alabama Board of Professional Engineers and Land Surveyors' Certificate of Authorization application had 783 renewals online this month alone, 83% of the total licensee base (942).
- By December 2008, 366 participants had registered for the Department of Conservation and Natural Resources "Becoming an Outdoor Woman" classes. Registration was up 40% from 2007. AI's development team also made several updates to this application. Additional workshop classes were added as well as several validation requirements for the available courses.
- One of the new applications completed in December was for the Department of Child Abuse & Neglect Prevention/Children's Trust Fund of Alabama. This was a merchant service application which processes online donations received by the department.
- In December, members of the staff held several meetings with the Alabama Department of Labor to discuss the possibility of designing and maintaining a system for their Elevator and Boiler inspections.
- Alabama Interactive processed over \$7.1 million for the fourth quarter through the Alabama Department of Revenue's tax estimation application.

## **Marketing**

'Tis the season, so Alabama Interactive hand delivered over 80 poinsettias to our state partners in December. This is 10% more than the amount of poinsettias delivered last season, another sign of Alabama Interactive's consistent growth. The poinsettias offered a great opportunity for some of the new members of Alabama Interactive to informally meet our partners.

AI also designed a post card for the Alabama Development Office's release of the annual industrial survey. Since this was the first year the survey was available for completion online, the postcard included information about the ADO and directions concerning completing the survey.

## **Customer Service**

As the AI team neared the conclusion of renewal season for many partners, customer service worked to provide prompt assistance and information to each user. In December, we experienced high call volumes with last minute renewals. The majority of these were from professional business licensees in regards to technical and payment questions. Our customer service team was able to give support to individuals with detailed payment requests, such as the date and time their account was charged. In addition, AI staff assisted several constituents by walking through technical difficulties on a one on one basis either through phone calls or online/offline chats.

AI continues to receive several customer service emails complimenting the ease of use and meticulous maintenance of numerous applications. One particular licensed engineer thanked AI for providing an online Professional Engineer and Land Surveyor renewal system this year, stating "it made [license] renewal much more convenient." He also noted "the summary, receipt and confirmation email are nice."

## **Development**

The AI development staff has been working with the corporate network staff to bring on new QA/staging and production servers. These servers are using virtualization to improve redundancy and efficiency compared to legacy servers. The development staff is working diligently to continue the process of testing and transitioning applications from the legacy servers to the new virtual servers. This transition will be a top priority for the first quarter of 2009.

The development team held one meeting in the month of January. Brandon Ward, a member of AI's development staff, attended the NIC Security Training conference in Kansas City. He was able to share with the team a number of security techniques and how potential hackers could take advantage of security vulnerabilities in a web application. Following Brandon's conference presentation, the team discussed some suggestions for possible security enhancements. This was followed by a question and answer session as the group reviewed the security material brought back from the conference.

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## PROJECT REPORT

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### Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow constituents to pay their appointment continuations online	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama	01/05/2008
Alabama Department of Revenue	International Fuel Tax Agreement (IFTA) Merchant Services	This application will allow constituents to pay their IFTA license payments online	02/22/2008
Alabama Heating and Air Conditioning Board	Exam Application	This application will allow for constituents to apply for their exam online	02/20/2008
Alabama Department of Revenue	Vehicle Information Number (VIN) Check	This application will allow for constituents to obtain limited title information online	02/22/2008
Alabama Secretary of State	Farm Filings	This application will allow for constituents to submit UCC-1F filings online	03/01/2008
Alabama State Bar Association	Section Membership Renewal	Allows members to complete their section membership renewal	04/11/2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Allows users to complete Alabama background checks of arrest, court and traffic records	04/14/2008
Alabama State Bar Association	Convention Registration	Allow members to complete annual convention registration online	04/24/2008
Alabama Dept of Environmental Management	Merchant Service	Allows users to pay for hazardous waste permits online	05/16/2008
Alabama Home Builders Licensure Board	Expired Inactive Corporation	Allow corporations to renew their expired inactive licenses online	05/30/2008

Alabama Dept of Economics and Community Affairs	Merchant Service	Allows buyers to purchase surplus property via credit card at live auctions	05/29/2008
Alabama Alcoholic Beverage Control Board	License Renewal	Allows licensees to renew online	06/23/2008
Alabama Board of Court Reporting	License Renewal	Allows court reporters to renew their licenses online	07/30/2008
Alabama Alcoholic Beverage Control Board	Merchant Service	Over the counter solution for ABC retail locations	08/15/2008
Alabama Secretary of State	UCC Searches	Allows subscribers to search UCC filings by filing number or name	09/4/2008
Alabama Alcoholic Beverage Control Board	Initial License	Initial License Renewal for stores	09/30/2008
Alabama Board of Examiners of Landscape Architects	License Renewal	Allow users to renew their license online	10/01/2008
Alabama State Veterinary Medical Board	Technician License Renewal	Allows technicians to renew their license online	10/01/2008
Alabama State Veterinary Medical Board	Faculty License Renewal	Allows licenses to be renewed online	10/01/2008
Alabama Plumbers and Gas Fitters Examining Board	License Renewal	Allow users to apply for license online	10/01/2008
Alabama Home Builders Licensure Board	Inactive License Renewals	Allows corporations and individuals to renew their inactive license	11/18/2008
Alabama Development Office	Industry Records Search	Intranet Report for subscribers and interactive users selling industry records	11/24/2008
Alabama Department of Child Abuse and Neglect Prevention	Children's Trust Fund Payment Portal	Allow users to make payments online	12/15/2008

Alabama Liquefied Petroleum Gas Board	D, E, F Permit Renewals	Allow users to renew their permit online	12/16/2008
Alabama Development Office	Industrial Survey	Allows industrial corporations to complete their annual survey online	12/16/2008
Alabama Ethics Commission	Lobbyist Registration	Allows lobbyist to register online	12/31/2008

### Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Department of Public Safety	Reinstatement Merchant Web Service	This web service integrates with the departments existing cash register system to provide a method to take credit cards.	01/19/2008
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system	01/01/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script	01/10/2008
Alabama Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes	01/10/2008
Alabama Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application	01/20/2008

Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008
Alabama Real Estate Commission	Course Renewals	Update to add option on the admin side to deny a course	02/11/2008
Alabama Department of Revenue	File Export Update	Update to existing export file for several applications	02/20/2008
Alabama Department of Conservation and Natural Resources	Update to license application	Update to incorporate driver's license verification into hunting/fishing application	02/26/2008
Alabama Department of Insurance	Merchant Services	Added e-check image for ACH transactions	02/19/2008
Alabama Farmer's Market Authority	Shopping Cart	Update to header/footer on shopping cart application	02/26/2008
Alabama Department of Mental Health and Retardation	Intranet Report	Update to the existing case mgr training application which provides exam results and dates of completion for the department	03/21/2008
Alabama Board of Interpreters and Transliterators	License Renewal	Update to existing renewal application that includes a PDF receipt certificate	03/13/2008
Alabama Department of Revenue	Vehicle Information Check	Update to allow users to subscribe to this service	03/20/2008
Alabama Real Estate Commission	License Renewal	Update to existing license renewal application for 2008 renewals	03/14/2008
Alabama Department of Conservation	Magazine Sales	Update to existing application page layout to display images of the magazine cover	03/25/2008
Alabama Board of Chiropractic Examiners	License Renewal	Update to existing application to include the ownership type	03/31/2008

Alabama Department of Conservation and Natural Resources	Web Service Report	This application will allow for county probates to view reports for hunting and fishing licenses	03/10/2008
Alabama Department of Conservation and Natural Resources	License Sales	Allow driver's license to be validated on hunting/fishing license sales	04/14/2008
Alabama Farmer's Market Authority	Shopping Cart	Added additional items to their shopping cart application	04/23/2008
Alabama Real Estate Commission	License Renewals	Update to the existing application	05/27/2008
Alabama Board of Accountancy	License Renewal	Update to the import and export script	05/14/2008
Alabama Forestry Commission	License Renewals	Update to the existing renewal application	06/30/2008
Alabama Board of Cosmetology	License Renewal	Update to renewal application allowing salon licensees to renew multiple license types	06/16/2008
Alabama Home Medical Equipment Service Provider	License Renewal	Added PDF receipt to the existing application	07/01/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman (BOW) Registration	Update to include fall sessions for BOW	07/30/2008
Alabama Real Estate Appraisers Board	License Renewals	Update to the existing renewal application	07/31/2008
Alabama Board of Physical Therapy	License Renewals	Update to the existing renewal application	07/31/2008
Alabama State Board of Auctioneers	License Renewals	Update to the existing renewal application	07/31/2008
Alabama Board of Architects	License Renewal	Update to current license renewal	08/15/2008
Alabama Board of Nursing	RN License Renewal	Allow licensees to renew online	08/29/2008



Alabama Department of Conservation and Natural Resources	Hunting/ Fishing	Update to current license application	08/29/2008
Alabama Department of Revenue	Export File	Update to existing export file	08/29/2008
Alabama Board of Optometry	License Renewal	Update to existing application	10/1/2008
Alabama Home Builders Licensure Board	License Renewal	Update to current license renewal	10/1/2008
Alabama Board of Examiners for Speech-Language Pathology and Audiology	License Renewal	Update to existing renewal application	10/1/2008
Alabama Department of Public Health	Facility Renewal	Update to existing facility renewal application	10/1/2008
Alabama Board of Heating & Air Conditioning Contractors	License Renewal	Updated existing application requirements for renewal eligibility	10/1/2008
Alabama State Veterinary Medical Board	License Renewal	Updates to existing renewal application	10/1/2008
Alabama Board of Engineers and Land Surveyors	License Renewal	Update to add CE's to current application.	10/1/2008
Alabama Real Estate Commission	Simple Transfers	Update to existing database queries	11/3/2008
Alabama Board of Engineers and Land Surveyors	Certificate of Authorizations	Update to existing application	11/4/2008
Alabama Department of Conservation and Natural Resources	Headquarter Update	Addition of scientific permit	12/1/2008

Alabama Information Systems Division	IT Strategic Planning	Update to existing application	12/10/2008
Alabama Board of Electrical Contractors	License Renewal	Update to renewal dates and late fees	12/15/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Registration	Addition of new courses and validation	12/15/2008
Alabama Department of Industrial Relations	Workers Compensation	Update to class schedule	12/16/2008

### In Testing...

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2008
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	This application is on hold by the agency.	January 2008
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows users to search titles online	This application is in agency testing.	May 2008
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in agency testing	October 2008
Alabama Department of Revenue	Motor Vehicles, Form 02	Allows users to pay for initial title replacements online	This application is in agency testing	October 2008

Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	November 2008
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	This application is in internal testing	October 2008
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in agency testing	November 2008
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	This application is in agency testing	October 2008

### In Development ...

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allows users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	April 2008
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	This application is in the pre-project phase	July 2008
Alabama Board of Court Reporting	Initial License	Allows users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Department of Corrections	Inmate Canteen	Allows payments for online inmate canteen	This application is in the pre-project phase.	October 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	October 2008
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in internal development	TBD

Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	October 2008
Alabama Department of Revenue	Auto Dealers License Renewal/ Initial	Allows auto dealers to renew and apply for license online	This application is in the pre project phase	October 2008
Alabama Department of Revenue	Motor Vehicle Surety Bonds Application	Allows for surety bonds to be applied for online	This application is in the pre project phase	TBD
Alabama Department of Public Health	Vital Records Merchant Services	Provide Merchant Services to agency	This application is in the pre-project phase	TBD
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in the pre-project phase	December 2008
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	This application is in development	February 2009

## Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding additional data sources	This application is in the pre-project phase.	TBD
Alabama Farmer's Market	Shopping Cart	Update to current shopping cart	This application is in development	September 2008
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in development.	September 2008
Alabama Secretary of State	UCC Filings	Update to allow batch file for UCC web service	This application is in development	September 2008
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in the pre project phase	TBD
Alabama Real Estate Commission	Certification Updates	Update to existing application	This application is in development	TBD
Alabama Department of Public Safety	Merchant Service	Update to field in Webservice	This application is in development	December 2008
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in the pre project phase	TBD

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## **SERVICE REQUESTS**

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### **Service Request #196**

Alabama Manufactured Housing Commission – Resale Decal Application

Alabama Interactive requests and recommends this service for the Alabama Manufactured Housing Commission is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

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## MONTH IN REVIEW

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Total December AI Network Transactions:	484,708
Average Successful Request per Day:	15,636
Total December alabama.gov Visitors:	232,098
Total December alabama.gov Page Views:	945,409
Total December alabama.gov Chats or Offline Messages from Live Help:	690

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## OPERATIONS & ADMINISTRATION

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In December, Alabama Interactive's project managers have been working very close with each of our partners to ensure successful data transmissions and reconciliations in this busy period. Furthermore, AI welcomed Jonathan Kimbrough as a Project Manager for the portal. Jonathan, a former intern for Alabama Interactive, received his bachelors of science from the University of Alabama.

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## OTHER BUSINESS/IN CLOSING

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In closing, as many license renewal periods have come to an end, 2008 has proven successful for Alabama Interactive. By year-end, AI successfully launched 27 new applications while completing 50 updates to existing applications. We are looking forward to another successful year in 2009 and are currently conducting several agency meetings in order to plan future applications.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at [sloane@alabamainteractive.org](mailto:sloane@alabamainteractive.org)

Respectfully Submitted,

Sloane Wright